


Client Controls

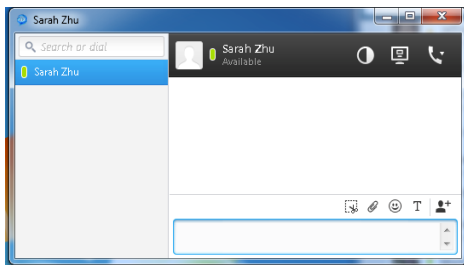
You may choose to have the Jabber client control your desk phone or act as a softphone if available. To change your selection, click the  button in the bottom Left corner of the client, then select the phone you wish to control.



You may also use this button to forward all your calls to another phone or divert all calls to voicemail by selection *Forward Calls To* in the drop-down list. Call forward settings will remain in effect even when the client is closed. To turn off call forward, select *None* from your list of forward options.

Chats

In the *Chats* tab you can see a list of previous chat conversations you have had recently, start an *Instant Message* conversation, or begin a *Group Chat* session.



During a chat, you may have the option to transfer files, begin a desktop share, escalate to a phone conversation, change fonts, and add emoticons.





Contacts

In the *Contacts* tab you can change your presence status and see presence status of your contacts. To add a contact to your contact list, do the following:

- To add a colleague, enter the name of the contact in the *Search and Dial Bar* at the top of your client. When you locate the correct contact, right click on their name and choose *Add Contact*. After adding the contact you can right click on them and add numbers to their profile.
- To add Custom contacts “pizza guy” simply Go to File→New→Custom Contact.

Availability Status

To change your availability status, click the drop-down list to the right of your name in the Jabber console and select the appropriate status:

-  *Available* in Jabber
-  *Idle or On the Phone or In a Meeting*
-  *Do Not Disturb*
-  *Not logged In to Jabber, or Out of Office*

Calls

Making a Call

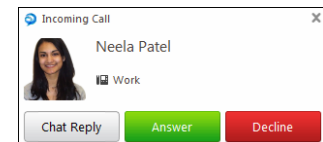
To initiate a phone call, do one of the following:

- Float your cursor over the name of a contact in your contact list, then press the *Call* button that appears to the right of the contact. If the contact has more than one phone number, select the appropriate number you wish to dial.
- Right-click the name of a contact in your contact list, then select *Call* and the number for that contact you wish to dial.
- Enter the name of a contact in your *Search and Dial Bar*, then either highlight the contact and press the *Call* button, or right-click the contact and select the appropriate phone number to dial.

- Enter a phone number in the *Search and Dial Bar*, and then press *Enter* on your keyboard.

Receive a Call






When you receive a call, a window will pop up with the caller's information:

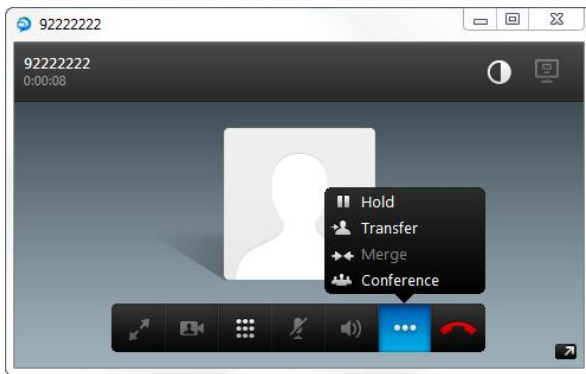


You may then click *Answer* to accept the call, or *Decline* to send the call directly into your voicemail. Click *Chat Reply* to start an Instant message with the caller instead of answering

Mid-Call Features



- During an active call, you may *Pop-Out* the video panel by pressing .
- Press  to enter *Self-View* mode
- You can open the *Dial-Pad*  to enter digits in an automated attendant.
- To *Mute* your end of the call, press .
- Press the *Show more menu*  for more in-call options, like Hold, Conference and Transfer.



Putting a call on hold

1. During a live call, click the '**Show more menu**' button

2. Click on '**Hold**'

3. You will see the following screen:

Page 13 of 20

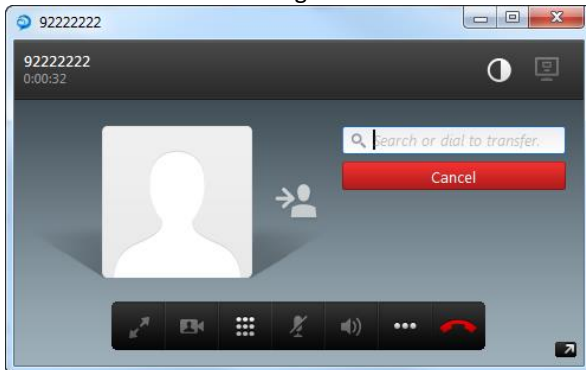
4. To resume the call, click the green '**Resume**' key

How to transfer a call

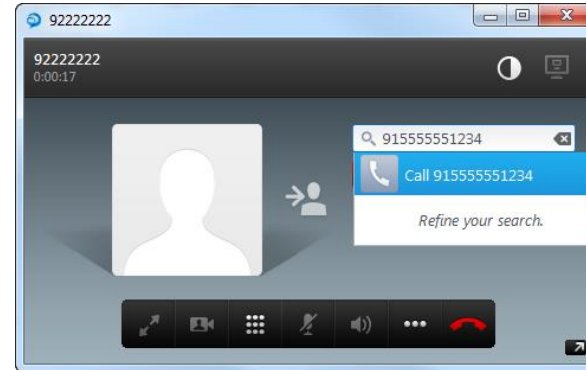
1. During a live call, click the '**Show more menu**' button

2. Click '**Transfer**'

3. You will see the following screen:



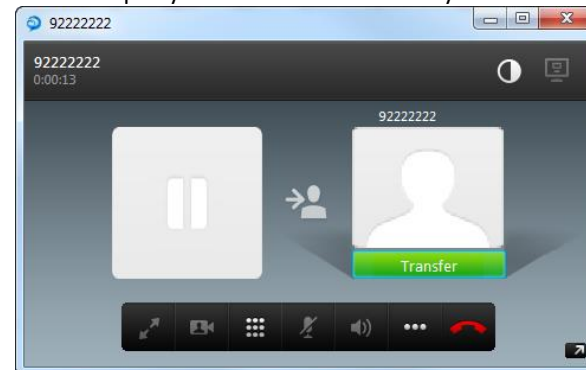
4. In the search box, enter the name or number you wish to transfer the number to



5.0 There are two ways to transfer a call: Supervised or Blind

5.1 **Supervised** - Dial the number, wait for the party to answer the call and announce they have a call, then hit transfer. Until you see the green transfer key, the other party will still be able to hear you.

5.2 **Blind** - Click the green '**Transfer**' button - your call will be ended. Until you see the green transfer key, the other party will still be able to hear you.



6. Alternatively, click '**Cancel**' to cancel the transfer

How to merge calls

If you are on a live call and a second call comes in, you can merge the calls into a conference call.

1. Answer the second incoming call - this will put the first call on hold

2. Click the '**Show More Menu**' button

3. Select '**Merge**'

4. Select the person you wish to merge the call with - this will then create a conference call

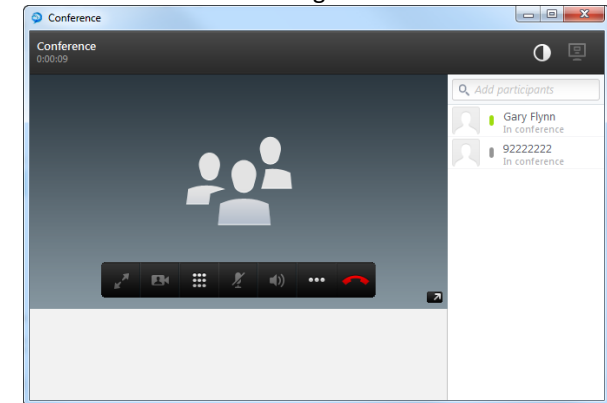
How to conference call

During a call, you can add additional people into the conversation.

1. During a live call, click the '**Show more menu**' button

2. Click '**Conference**'

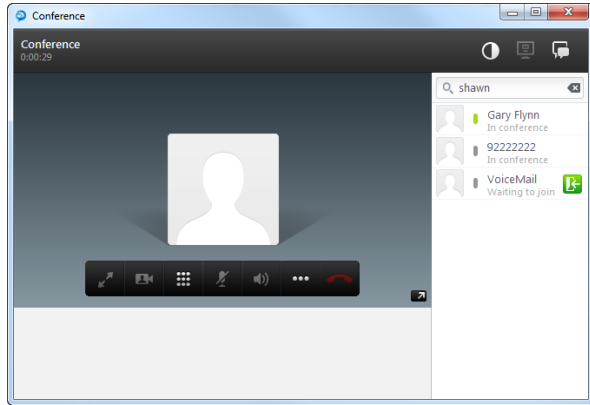
3. You will see the following screen:



4. In the search box, enter the name or number of the person you wish to add to the conversation

5. Press the '**phone**' icon that appears - the person will then appear in the list when they pick up the phone

6. Press the '**green**' button to the right of their name to add them to the conference



7. To finish the conference, hang up. **Note:** Only the conference initiator can add people to the conference.